

Kevin A. Sheppard, P.E.
Public Works Director

Timothy J. Clougherty
Deputy Public Works Director

Frederick J. McNeill, P.E.
Chief Engineer



Commission
Raymond Hebert
Harold Sullivan
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CITY OF MANCHESTER
Highway Department
Environmental Protection Division

SEWER FEE ABATEMENT POLICY
(Updated March 25, 2013)

Abatements of sewer fees are formal requests to waive or reduce one or more sewer bills. These abatements are usually due to an "extraordinary event" such as a water tank failure, a pipe bursting, or a fire where water is used but not discharged into the sewer system. A sewer fee abatement request shall be submitted, evaluated, and granted or denied in accordance with the following policy:

1. Applicant must send abatement request to:

City of Manchester - EPD
300 Winston Street
Manchester, NH 03103-6826

Attention - Abatement Request

2. The applicant must complete an *Abatement Request Form* found on EPD's website or available at their office at 300 Winston Street. The form includes the following information:

- a) Name and address of applicant
- b) The account number and address of the property for which the abatement is requested
- c) Billing period and amount of sewer charge abatement requested
- d) Reason an abatement should be considered
- e) If the abatement request is due to an "extraordinary event" such as a hot water tank failure or a water pipe bursting please state where the water accumulated (basement, outside, bathroom, etc) and ultimately discharged to. If it was in a basement, please indicate if the floor is dirt or concrete.
- f) If the abatement request is due to a leaking irrigation system, state if a deduct meter is in place
- g) Verification signature that the applicant does not have any other outstanding debts to the City of Manchester, all work is in compliance with codes and ordinances, and all necessary City permits have been obtained and approved.

3. Attach to the *Abatement Request Form* any documentation to support the "extraordinary event" such a plumber's bill, contractor's bill, building permit, and/or inspector's report.
4. The abatement form shall be submitted within ninety (90) calendar days of the date of the sewer invoice in question.
5. EPD's investigation shall consist of, but not be limited to, review of last five years of sewer billing, review of supporting documentation, and, if required, a site visit.
6. EPD shall have the authority to recommend abatements for excessive water usage in excess of 250% of the average usage of the previous five fiscal years. These abatements shall be for accidental discharges of water that has entered the sewer system.
7. *This abatement policy is governed by RSA 508:4 which specifies the statute of limitations as three (3) years for reimbursement requests.*
8. *Property owners who install a deduct meter are not eligible for a retroactive abatement for excessive seasonal outside water usage for three (3) years and until the completion of their deduct meter installation process as outlined in Condition No. 4 of EPD's Residential Deduct Meter Rules and Regulations.*
9. The Public Works Director or their designee, in consultation with the Highway Commission, will review the investigation, make a recommendation, and then send the recommendation and supporting documentation to the Community Improvements Committee (CIP) through the City Clerk. The CIP committee shall then forward their recommendation to the Board of Mayor and Aldermen (BMA) through the City Clerk. The BMA will make the final abatement decision and forward it back to EPD.
10. EPD will then notify the customer of the BMA's decision and their accounting staff will make any required adjustments to the customers account if an abatement is approved.

END OF POLICY

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Commission
Patrick Robinson
James Burkush
Trixie Vasquez
Armand Forest
Kathy Sullivan

CITY OF MANCHESTER

Sewer Fee Abatement Request Form

Name: _____

Address: _____
(Street) (Unit)

(City) (State) (Zip)
Phone Number: _____

Customer Account Number: _____

Address of Property for which Abatement is Requested:

(Street) (Unit)

(City) (State) (Zip)

Billing Period: _____

Amount of Abatement Request: _____

Reason for Abatement Request: _____

If abatement request is due to an "extraordinary event" such as a hot water tank failure or a water pipe bursting, please state where the water accumulated (basement, outside, bathroom, etc.) and ultimately where it discharged. If it was in a basement, please indicate if the floor is dirt or concrete.

If abatement request is due to a leaking irrigation system, state if a sewer deduct meter is in place.
_____ Yes _____ No

Verification that applicant does not have any outstanding debts to the City of Manchester, all work is in compliance with codes/ordinances, and all necessary City permits have been obtained and approved.

(Signature)

(Date)